

**CUSTOMER CHARTER**

University Concert Hall (UCH) is the largest live entertainment and conference venue in the Mid-West Region, with a capacity of over 1,000. UCH is responsible for attracting household names across the genres of music, comedy, theatre and classical music to Limerick contributing vastly to the cultural life of the city and its inhabitants, which is its mission, as well as attracting audiences from the wider region. In addition, UCH also supports local and University based organisations, as well as emerging artists, providing a professional platform for these amateur organisations.

At University Concert Hall we are committed to providing the best experience for all of our customers – the public, our promoters and visiting artists – and this charter sets out the standards of customer service you should experience in our efforts to achieve this.

**WHAT CAN YOU EXPECT FROM US?**

**When Making a Booking or an Enquiry**

* Helpful and professional dealings with our Box Office Team.
* A friendly, respectful manner which is consistent, fair and equitable for all customers
* A prompt response to your call, e-mail or in person enquiry. If a team member cannot answer an enquiry, you will be given a time frame within which that person, or their supervisor, will contact you with the relevant information.

*Our box office is currently open from 1pm – 5pm Monday to Friday and until 8pm on Show Evenings. E-mail enquiries can be sent 24/7 to* *support@uch.ie* *and we endeavour to respond to these within 2 working days.*

* Clear, relevant information regarding performance dates, times, ticket availability, pricing etc. which may be required prior to booking
* Clear, relevant information regarding UCH policies surrounding ticket returns, cancelled shows, attendance requirements etc. if applicable

*Information will be communicated via the UCH website, social media channels, local media and, when necessary, phone and/or e-mail.*

* The choice of booking via the box office (in person or by telephone) or via the UCH website [www.uch.ie](http://www.uch.ie)
* The choice of paying for tickets by cash, credit/debit card or with UCH gift card.
* All customer data and correspondence will be treated in the strictest confidence and only used for the purposes it was intended.

**For the full UCH Privacy Policy please click** [**here**](https://www.uch.ie/wp-content/uploads/2018/06/UCH-Privacy-Policy-July-2018.pdf)

**When Visiting University Concert Hall for an Event**

* Helpful and professional dealings with our Front of House Team who will be clearly identifiable by uniform and name badge.
* A friendly, respectful manner which is consistent, fair and equitable for all customers
* The ability to escalate a query, request or complaint on the evening to our Front of House Supervisor who will do their utmost to respond or rectify the situation.
* A comfortable, welcoming environment with high quality, clean, accessible facilities
* High quality productions/events which are consistent with customer expectations at time of booking

**Feedback**

* University Concert Hall is committed to actively engaging with our customers in order to gain insight into their experiences and opinions of dealing with us as a venue. This engagement takes the form of regular customer surveys (via e-mail and social media) and in person conversations during the booking process and on event nights.
* We always appreciate the opportunity to hear from our customers directly, and welcome comments and feedback which can be directed to;

Claire Howard, Marketing & Sales Manager, University Concert Hall, Foundation Building, University of Limerick, Limerick.

**Tel:** 061 202343 / **E-mail:** Claire.howard@uch.ie

**Complaints**

* University Concert Hall is committed to dealing effectively with any complaints someone may have about our service. If we get something wrong, we will apologise and, where possible, we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.
* We believe it is best to deal with things as soon as possible and in the easiest and most direct way. If a customer has a complaint, they may raise it with the person they are dealing with at that time. It is our policy that the staff member will use all means to try to resolve it there and then. However, they may need time to look into it, or to escalate it to a supervisor or manager. We will never take longer than 5 working days to respond to a complaint. If there are any lessons to learn addressing a complaint, the member of staff will draw them to the attention of the wider UCH team. If the member of staff can’t help, they will explain why and you can then ask for your complaint to be formally investigated.

**For the full UCH Customer Complaints Policy please click** [**here**](file:///C%3A%5CUsers%5Csinead.hope%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CUCH%20POLICIES%20%26%20PROCEDURES%5CBox%20Office%5CComplaints%5CDraft%20University%20Concert%20Hall%20Customer%20Complaints%20Policy.docx)

**Diversity, Inclusion & Accessibility**

* UCH recognises that its customers and staff come from diverse backgrounds, with varying experiences and needs. We are committed to ensuring diversity and inclusion is embedded into our day-to-day working practices. UCH actively promotes fairness, respect, equality, diversity, inclusion and engagement and is committed to continuous improvement.
* Our accessible facilities include automatic entrance/exit access doors, wheelchair accessible lift, toilet facilities and backstage dressing room, hearing loop headsets, complimentary Personal Assistant Tickets and occasional Sensory Friendly performances.

**For the full UCH Diversity & Inclusion Policy please click** [**here**](file:///C%3A%5CUsers%5Csinead.hope%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5CGrants%5CArts%20Council%20-%20Capacity%20Building%20Support%20Scheme%5CICD%5CActions%5CUCH%20Draft%20Diversity%20%26%20Inclusion%20Policy.docx)

**Child Protection**

UCH presents performances and workshops for and by children of all ages, and is committed to a child-centred approach to our work with children and young people. UCH undertakes to provide a safe environment and experience, where the welfare of the child/young person is paramount. We will adhere to the recommendations of *Children First: National Guidelines for the Protection and Welfare of Children*, Tusla’s *Child Safeguarding: A Guide for Policy, Procedure and Practice*, the *Children First Act 2015*, *Child Care Act 1991, Protections for Persons Reporting Child Abuse Act 1998*, the *National Vetting Bureau (Children And Vulnerable Persons) Acts 2012–2016,* and the *Guidelines for the Protection and Welfare of Children and Young People in the Arts Sector,* published by the Arts Council of Ireland*.*

**For the full UCH Child Safeguarding Statement please click** [**here**](../../UCH%20POLICIES%20%26%20PROCEDURES/Operations/UCH%20Full%20Child%20Safeguarding%20Statement%202021%20%28Signed%29.pdf)